



## TERMS OF SERVICE

### 1. Payments and Terms

#### a. Payment options

##### i. Pay in Full - 5% Discount - **Weekly Lawn Customers Only**

1. The total amount of your services will be totaled, and you will receive a 5% discount on that total.
2. Payment and signed agreement must be received by 2/28/2020 to receive the 5% discount and guarantee service and pricing.
3. You can add services throughout the year. These will be billed at the time of service. We typically collect a 50% deposit for all large jobs, and invoice the balance after job completion, net 10.

##### ii. Monthly Payment Option - **Weekly Lawn Customers Only**

1. The total amount of your services will be totaled. We divide that total into 12 months.
2. We require a 2 month deposit to be sent in with a signed agreement by 2/28/2020 to guarantee service and pricing.
  - a. If not received by 2/28/20, we will have to make sure the pricing is still valid.
  - b. The monthly billing option is only available until April. After that, we will bill monthly as services are completed.
  - c. The deposit amount will be the amount of months from January. Ie: if you sign up in April we will require 4 months payment at that time, and continue billing May-December.
3. You will then be invoiced monthly, starting March 1st (whether or not services have begun yet) through December 1st (Due Net 10). Each invoice will have updates on the services we have provided.
4. You can add services throughout the year. These will be billed at the time of service. We typically collect a 50% deposit for all large jobs, and invoice the balance after job completion, net 10.

##### iii. **Non-Weekly Lawn Customers**

1. You can pay per service or bundle several services together.
2. Whichever you choose, we require a 50% deposit when you accept the estimate, and the balance will be due after the individual job completions. Ie: You get 3 services, each costs \$500 for a total of \$1,500. \$750 would be due upon acceptance, then \$250 would be invoiced after each service is completed. If they are all completed at the same time, the invoice would be for the remaining \$750.

### 2. “Retainer” Services

- a. These are services that tend to vary per each customer's expectations, and are therefore hard to estimate: **Bed Maintenance and Leaf Cleanup.**
- b. Based on historical time or estimations we will set an approximate price for these services. This will allow us to provide a monthly payment plan or total cost of service.



- c. We will then provide the requested service, keeping you aware of the time. You can gauge how detailed we get and gauge the frequency you'd like for these services. Ie: If your bed maintenance budget is set at \$1,000 for the season, and some weeks you would like extra work to be done, that is fine (with advanced notice), but it will use up more of your allotted money, and we may need to end maintenance before the season is through, unless you request for us to continue at an hourly charge.
- d. Once we hit the full price, we will let you know. You can choose to have us continue service at an hourly rate, if needed, or we can discontinue service, and you will owe nothing more.
- e. If there is a credit owed, you can apply it to next year's services, another service in the current year, or we can send you a check for the credited amount.

### **3. Landscape Designs**

- a. One or both of our skilled designers will come out to work with you to create the perfect design for your home. Whether you want curb appeal before you list your home or want to add something unique, we can help bring your vision to life.
- b. Designs will be hand-drawn or done on our computer system.
- c. Most designs will fall within the \$150-\$250 range. If the estimate for the design is accepted "as is," then we will put the design cost toward your final bill.
- d. If your design is very extensive and would cost more than \$250, we will let you know up front at the end of your initial consultation.

### **4. Lawn Treatments**

- a. Any additional treatments will be billed at a separate cost. Spray treatments are based on the amount of gallons used, as opposed to "per treatment."
- b. We leave a note card in the mailbox or at your front door after each treatment, which signifies the type of treatment that was done, along with any notes for your property.
- c. Granular treatments are most commonly used in our program. The granules slowly absorb into the soil through the moisture from the dew and rain.
- d. All treatments are safe for pets and children to walk, play or be on the lawn after service; however, like any chemical substance, if ingested take the appropriate precautions. Fertilizer information is available upon request.